GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:166
ANSWERED ON:28.07.2016
Facilities to Air Passengers
Patil Shri Bheemrao Baswanthrao;Rajesh Shri M. B.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government/ Directorate General of Civil Aviation (DGCA) have proposed a number of passenger-centric measures including cap on cancellation charges, enhanced compensation for denying boarding by the airline and a massive reduction in fee for carrying five kg extra baggage in an aircraft, and if so, the details thereof;

(b) the time by which these measures are likely to be implemented; and

(c) whether the Government has issued orders to refund all statutory taxes/levies in case of cancellation and delay of flight, and if so, the details thereof?

Answer

Minister of CIVIL AVIATION

(Shri Ashok Gajapathi Raju Pusapati)

(a) to (c): A statement is laid on the table of the House.

STATEMENT TO BE LAID ON THE TABLE OF HOUSE WITH RESPECT TO LOK SABHA STARRED QUESTION NO. 166 ON "FACILITIES TO AIR PASSENGERS" TO ANSWERED ON 28-07-2016.

(a): Following Civil Aviation Requirements (CAR) and Air Transport Circular (ATC) have been amended and issued by the Directorate General of Civil Aviation (DGCA) recently: (i) CAR Section -3, Air Transport, Series-M, Part-II, Rev.1 issued on "Refund of Airline Tickets to Passengers of Public Transport Undertakings". As per the amendment, "Under no circumstances, the airline shall levy cancellation charge more than the basic fare plus fuel surcharge". (ii) CAR Section-3, Air Transport, Series-M, Part-IV, Rev. 1 issued on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". There is enhancement in compensation amount in cases of denied boarding to passenger and flight cancellation. (iii) ATC 02 of 2016 issued on "Unbundle of services and fees by scheduled airlines". As per amendment, "Between 15-20 kgs of checked-in baggage, the charge per kg shall not be more than INR 100". (b): The amendments to the above mentioned two CARs will be effective from 01/08/2016 and the ATC is effective from 01/07/2016. (c): In cases of flight cancellation, conditions for refund is as specified under the provisions of CAR Section-3, Series-M, Part-IV.